Bonneagar Iompair Éireann
Transport Infrastructure Ireland

Luas Performance Report

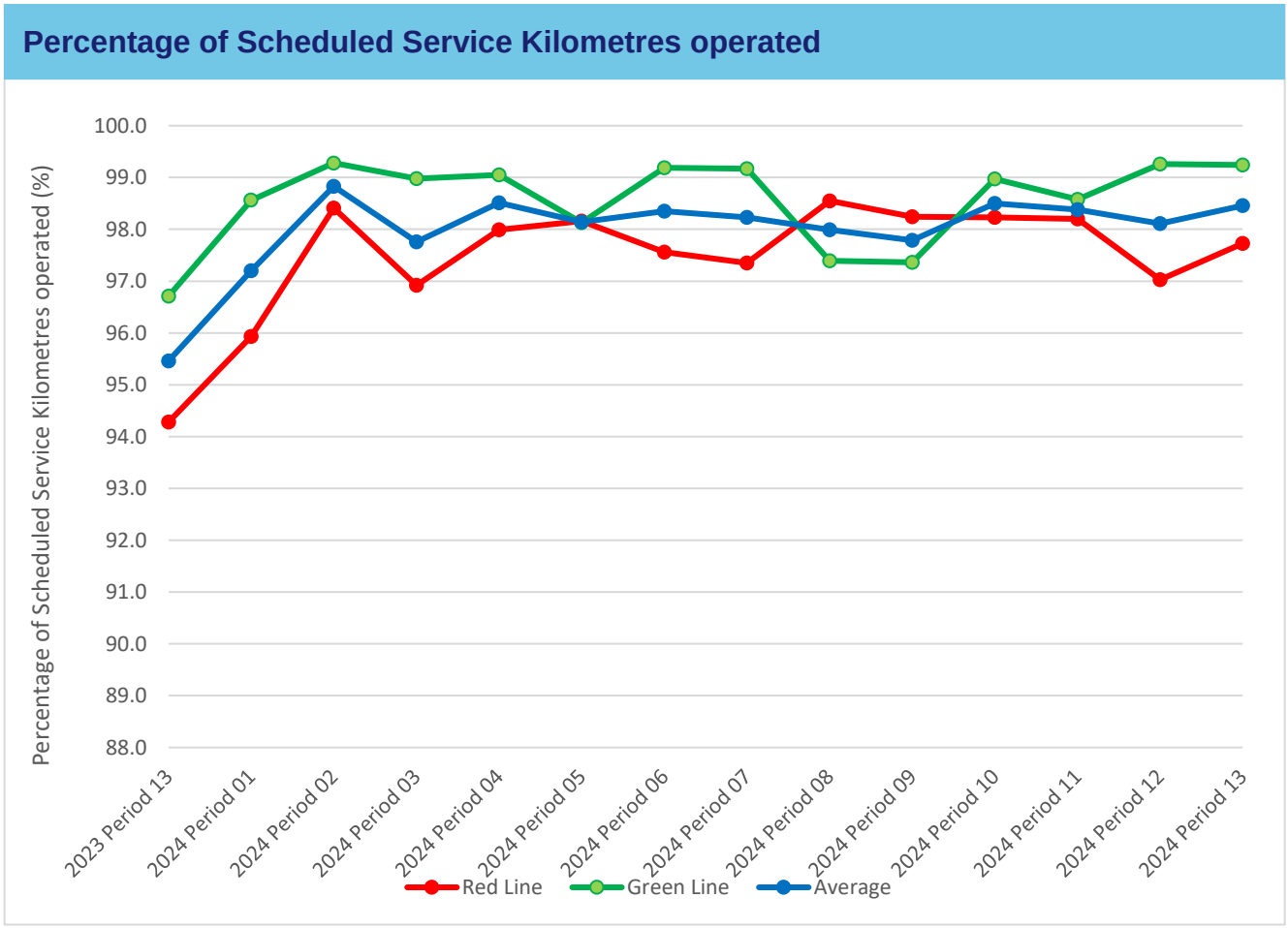
Quarter 4 2024

Reporting Periods 10 to 13

1 RELIABILITY

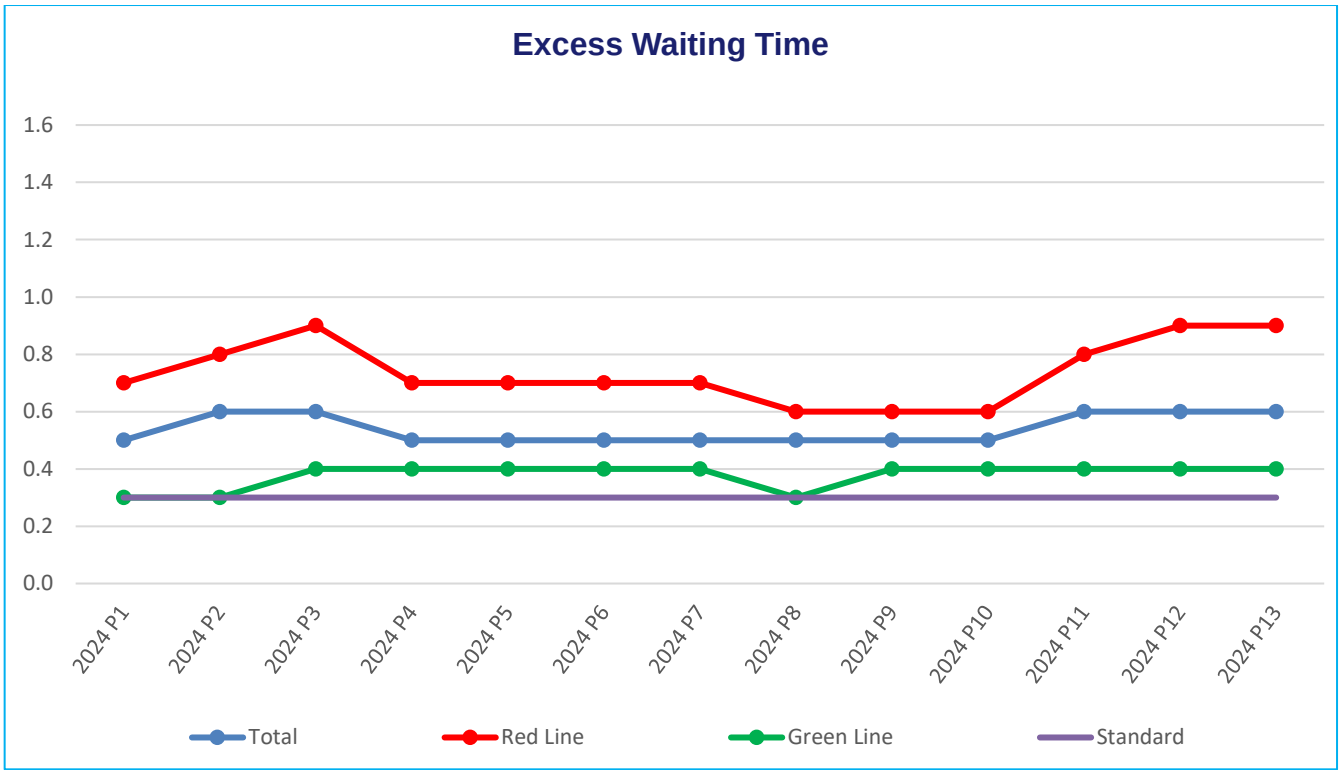
Luas measures reliability in terms of the percentage of scheduled service kilometres operated. The chart below shows the reliability in the reporting periods comprising Q4 of 2024 and the same information for the preceding year. The table below gives the average reliability by line for Q4 of 2024.

	Red Line	*Green Line*	*Overall*
Average for Q4	97.79%	98.96%	98.36%
Average Year to Date (P10-13)	97.53%	98.72%	98.11%



2 PUNCTUALITY

Luas measures punctuality in terms of Excess Waiting Time (EWT). The chart below shows EWT in the reporting periods comprising Periods 10 to 13 2024.

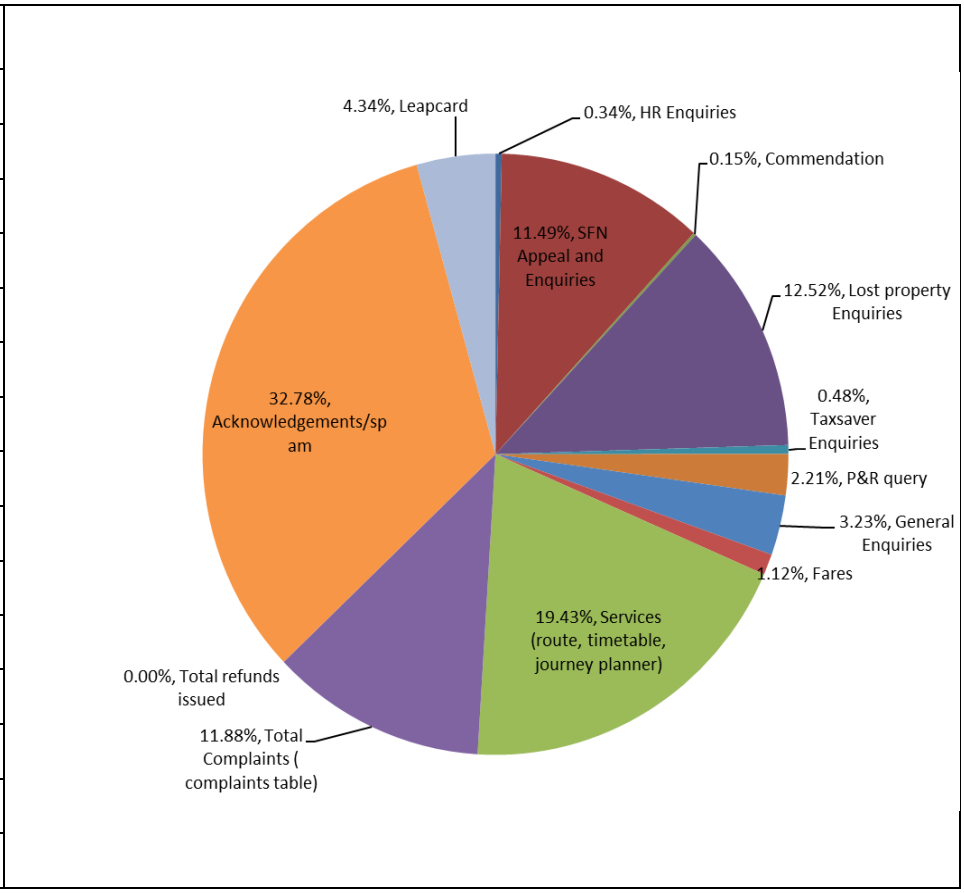


3 COMMENTS AND COMPLAINTS

The table and chart below shows the number of comments and complaints received in Q4 by the Luas Call Centre. It also shows the categories that these comments and complaints are divided into.

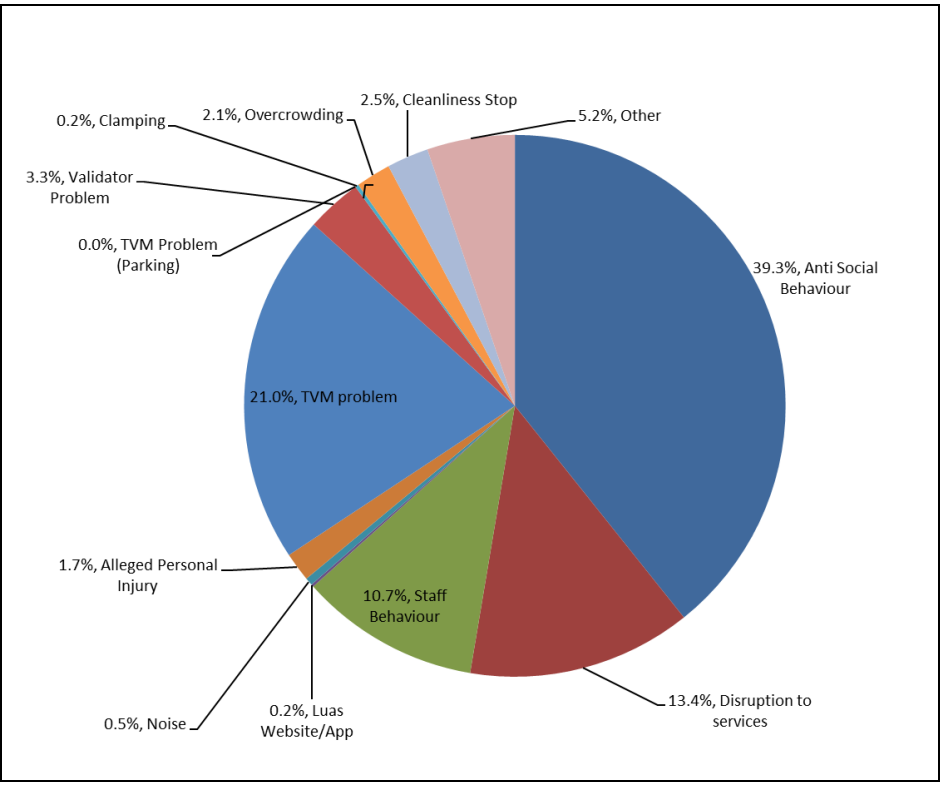
This equates to 91 comments or complaints per 100,000 passenger journeys.

Comments/ Enquiries/Complaints	
HR Enquiries	
SFN Appeal and Enquiries	
Commendation	
Lost Property Enquiries	
Taxsaver Enquiries	
P&R Query	
General Enquiries	
Fares	
Services	
Suggestions	
Total Complaints	
Total Refunds Issued	
Acknowledgments/Spam	
Leap Card	
Total	



The table and chart below shows the breakdown of complaints.

Comments/ Enquiries/Complaints	
Antisocial Behaviour	
Disruption to Services	
Staff Behaviour	
Luas Website/App	
Noise	
Alleged Personal Injury	
TVM Problem (Ticketing)	
Validator Problem	
TVM Problem (Parking)	
P&R Problem (General)	
Clamping	
Overcrowding	
Cleanliness Stop	
Other*	
Total	



*Other incl. 0 related C-19 Complaints

4 CLEANLINESS

Cleanliness audits are performed every 4 weeks (once per period) in all areas. The average scores for Q4 are as follows:

	Stops	*Trams*
Average for Q4	94.53%	85.31%
Average Year to Date	94.01%	86.52%

5 PASSENGER INFORMATION

The availability of passenger information at stops and on-board trams for Q4 is as follows:

	Stops	*Trams*
Average for Q4	99.95%	92.95%
Average Year to Date	99.93%	93.24%